

The doctors and staff at the New Surgery are committed to providing equal health care for all, and strive to deliver the highest standards that we can in a friendly atmosphere.

If you have concerns or a complaint about the service you have received please let us know.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

How to complain

It is best to tell a member of staff about any concerns or problems as soon as they arise and we will try and sort them out.

If you wish to make a complaint, please let us have the details of your complaint as soon as possible so we can find out what happened. It helps us if you can give as full details as possible.

You can ask for an appointment with any of the doctors or with Denise McDonnell in order to discuss your concerns. S/he will explain the complaints procedure with you and make sure that your concerns are dealt with promptly.

You need to make your complaint within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem relating to a specific incident.

What will we do?

We will contact you within 3 working days of your complaint and discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an

explanation within that time frame, or a meeting with the people involved.

We will look into your complaint to;

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you wish.
- Apologise where this is appropriate
- Identify what we can do to ensure that the problem does not happen again.

Complaining on behalf of somebody else

Medical records are protected by the data Protection Act 1998. If you are complaining on behalf of somebody else we need to know if you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (i.e. due to illness) of providing this.

Getting help

The Independent Complaints Advocacy service (ICAS) on 0845 120 3784 can provide free impartial support when you are making a complaint. They can help to write or draft a letter, can arrange interpreting, or accompany you to a meeting. The website is www.pohwer.net

If you prefer you can write or phone to the complaints department of Hammersmith& Fulham Primary care Trust, where the staff will try to sort out your complaint and make enquires on your behalf.

The contact details are;

Steven Wawaru Tel: 020 3350 4279

If you are not satisfied with the way we have dealt with your complaint, you can contact the Parliamentary and Health Service Ombudsman on 0345 015 4033 (website is www.ombudsma.org.uk) or the Independent Complaints Advisory Service 0300 456 2370

Remember

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better
- All complaints are treated in the strictest confidence
- Making a complaint will not affect your treatment or care.

Doctors.

Dr S Miller
Dr R Jolly
Dr O Shareef
Dr S Dassnayake

Principal receptionist

Denise McDonnell

Dr S Miller & Partners

The New Surgery

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Making a complaint

Notes for patients.